

Central Recordkeeping Agency



Standard Operating Procedure Grievance Module for NPS-Lite Subscribers

Version 1.0

Central Grievance Management System (CGMS) is a platform provided by CRA to the entities for registering their grievances in the CRA system. For the purpose of raising a grievance, the entity needs to be registered and in active status in the CRA system. At present, NPS Regular subscribers can login to the CRA system (www.cra-nsdl.com) with their User ID and password to register grievance against entities in NPS. Now an option has been provided to the NPS Lite subscribers to register their grievances. The NPS Lite subscribers will be able to raise the grievances directly in the CRA website (www.npscra.nsdl.co.in) without logging in.

Once the grievance is raised by the subscriber, Token Number will be generated as an acknowledgement for the grievance. An SMS (containing the token number) is sent to the mobile number provided by the subscriber during lodging of the grievance. The grievance raised by the subscriber is forwarded through NPS Lite system to the concerned NPS Lite Accounts Office (NLAO) for resolution. This document provides the detailed process for lodging of grievances by the NPS Lite subscriber.

The subscriber will be required to access CRA website www.npscra.nsdl.co.in and click on the menu “Swavalamban Yojana” on home page to raise the grievance. Subsequently, the subscriber is required to select “NPS Lite-Scheme Information” option. A link will be displayed on this page where NPS Lite subscriber is required to raise the grievance. The detailed process through which a subscriber will lodge a grievance is explained below:

1. Once the subscriber selects the option “Swavalamban Yojana” on CRA website and then the sub menus NPS Lite > Scheme Information, a link “Subscribers may please **click here** to register their grievances” will be displayed. The Subscriber is required to click on this link and lodge the grievance. *Please refer Figure 1.1 below:*

The screenshot shows the NSDL e-Governance Infrastructure Limited website. The header includes the NSDL logo and the text "NSDL e-Governance Infrastructure Limited" and "Central Recordkeeping Agency for National Pension System". A navigation menu includes "About Us", "Organised Sector", "Individuals", "Swavalamban Yojana", "Subscriber Corner", "Gallery", "Circulars", and "Contact Us". A red banner at the top states: "All Nodal Offices and Subscribers are hereby informed that the 'e-PRAN' card cannot be used in place of the physical". The main content area is titled "Scheme Information" and contains text about the National Pension System-Lite (NPS-Lite) introduced by the Pension Fund Regulatory and Development Authority (PFRDA) in April 2010. A red box highlights the text: "Subscribers may please **Click here** to register their grievances."

Figure 1.1

2. Once the subscriber clicks on the link, two options will be available under the ‘Grievance Module for NPS Lite subscriber’ as below:
 - A. Register new Grievance
 - B. Check the status of grievance already registered



The screen displaying the options has been provided below in **Figure 1.2:**

Figure 1.2

Option A. Register new Grievance

1. The Subscriber is required to select the option 'Register new Grievance' if he/she is



registering a new grievance (*please refer Figure 1.3*).

Figure 1.3

2. The Subscriber is required to provide his /her PRAN in the designated field and submit the details as shown in **Figure 1.4** below. After submission of details, NPS Lite system will validate the PRAN. Once the PRAN is validated successfully, a screen will be displayed for raising the grievance. The subscriber's name (as printed on PRAN card) will be auto-populated on the screen.



The screenshot shows the NPS-Lite web interface. At the top, there is a dark blue header with the NSDL logo on the left, the text 'Central Record Keeping Agency' in the center, and 'NPS-Lite' on the right. Below the header, the main content area is white. In the center, there is a section titled 'New Grievance Request'. Below this title is a light blue form box. Inside the form box, there is a text input field labeled 'PRAN*' with a red asterisk. To the right of the input field, there is a red asterisk and the text '* Mandatory Fields'. Below the input field are two buttons: 'Submit' and 'Reset'.

Figure 1.4

3. Subscriber is required to provide the mobile number. The updates about the grievance lodged by the subscriber such as Token Number, status of resolution, etc. will be sent on this mobile number (please refer **Figure 1.5**).
4. There will be a drop down menu for grievance category. There can be three different types of possible grievances (please refer **Figure 1.5**):
 - a. Credit not reflected,
 - b. Transaction Statements not received and
 - c. Incorrect / no updation in Subscriber details.

5. The Subscriber is required to select the grievance category. A text box has been provided wherein the subscriber is required to mention the details of the grievance (please refer **Figure 1.5**).

NSDL Central Record Keeping Agency **NPS-Lite**

New Grievance Request

User Details

PRAN: 50000000639 Subscriber Name: AAAA
PAO Reg No.: 8299793 PAO Office: ABCName
Mobile No. *: 9999999999

Grievance Details

Grievance Sub Type *: Credit not reflected in account for latest contribution made
Grievance Description *: Credit not reflected in account for latest contribution made
Grievance Raised Against Entity Id: NLAO, 15003494

Submit **Reset**

Figure 1.5

6. Once the mandatory details are entered, subscriber is required to submit the request. Upon successful submission, a Token Number will be generated for reference as shown in **Figure 1.6** below:

NSDL Central Record Keeping Agency **NPS-Lite**

New Grievance Registration

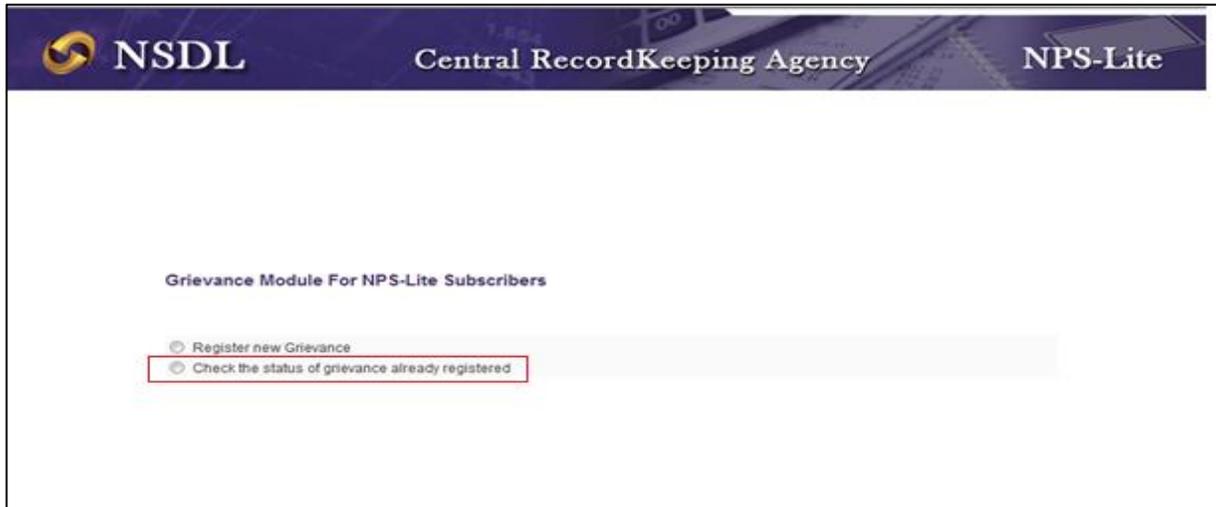
Your Token No. is 60000439 . Please note this token no. for future reference.

OK

Figure 1.6

Option B. Check the status of grievance already registered

1. The Subscriber can check the status of the grievance registered by him / her. The Subscriber is required to select the option "Check the status of grievance already/registered" as shown in **Figure 1.7** below:



NSDL Central Record Keeping Agency NPS-Lite

Grievance Module For NPS-Lite Subscribers

Register new Grievance

Check the status of grievance already registered

Figure 1.7

2. The Subscriber is required to provide 'Token Number' generated at the time of raising the grievance. In case the subscriber does not remember the Token number, he/she can view the status of the grievance by providing his /her PRAN. The status of the grievance in the CRA (whether it is assigned or resolved) will appear as shown in the **Figure 1.8**.



NSDL Central Record Keeping Agency NPS-Lite

Grievance Status View

Token No.* OR PRAN* * Mandatory Fields

Search Reset

Token No.	Status	Resolution Remarks	Grievance Logged Date	Resolution Date & Time
60000439	Assigned		28-Oct-2014 10:56:40	

Figure 1.8

3. In the 'Grievance Status View', once the grievance is resolved by the NLAO in the CRA system, the status of grievance will appear as **"Resolved"** as shown in the **Figure 1.9**. Subscriber will be sent an SMS (in the mobile number provided at the lodging of grievance) intimating the same. On clicking on Token No. hyperlink, the subscriber can view all the details of grievance including Grievance Description, Status, Resolution Remarks etc.

NSDL Central Record Keeping Agency **NPS-Lite**

⌂ Grievance Status View

* Mandatory Fields

Token No.*

OR

PRAN.*

Search **Reset**

Token No.	Status	Resolution Remarks	Grievance Logged Date	Resolution Date & Time
60000439	Resolved	Done	28-Oct-2014 10:56:40	28-Oct-2014 15:21:39

Figure 1.9

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